

FOR ONE MONTH WE HAVE BEEN TRYING TO HAVE OUR CELL PHONES PORTED FROM NEXTEL TO SPRINT. FOR SOME REASON (NO ONE AT NEXTEL CAN TELL ME WHY) THEY HAVE NOT PORTED ONE OF OUR PHONES, A VERY IMPORTANT ONE AS IT IS ONE OF OUR PHYSICIANS. WHILE ALL OF THE OTHERS HAVE BEEN DONE, THEY HAVE NOT RELEASED THIS ONE LINE. WE HAVE SPENT LITERALLY HOURS AND HOURS OF VALUABLE TIME ON THE TELEPHONE HOLDING JUST TO SPEAK WITH A PERSON, AND THEN THAT PERSON CANNOT HELP AND SENDS YOU TO ANOTHER PERSON, AND ON AND ON. THESE CALLS ARE NOT 10 MINUTE CALLS, YOU ARE ON HOLD FOR 25-35 MINUTES BEFORE YOU GET TO SOMEONE. THIS IS ABSOLUTELY AWFUL. WHY HAVE ALL OF OUR PHONES BEEN PORTED EXCEPT THIS ONE AND WHY WILL THEY NOT GIVE US ANY REASON FOR THIS PROBLEM. OUR BILL IS PAID, WE HAVE BEEN A GOOD PAYING CUSTOMER; HOWEVER WE ARE LEAVING NEXTEL BECAUSE OF THE SERVICE AND WAIT TIMES AND PROBLEMS JUST LIKE THIS. PL